Case Study Title

CRM CASE STUDY

Name

- Personal Info
- Etc.

Question Policy

Overview

- Objectives
- Critical Skills Review
- Case Study Focus Skill
- Synopsis
- Focus Questions

Objectives

- Terminal Objective

- Enabling Objective

Crew Resource Management

- Allows crew to interact effectively while performing mission tasks
- Effects behavior modifications in order to lessen crew preventable errors and other human causal factors
- Improves mission effectiveness through increased awareness of associated behavioral skills

CRM Critical Skills Review

- Decision Making (DM)
- Assertiveness (AS)
- Mission Analysis (MA)
- Communication (CM)
- Leadership (LD)
- Adaptability/Flexibility (AF)
- Situational Awareness (SA)

Case Study Focus Skill

COMMUNICATION

- The ability to clearly and accurately send and receive information, instructions, or commands; and provide useful feedback

Process of Communication

- Sender’s responsibilities
  - Communicating information clearly, accurately,
    concisely, and in a timely manner
  - Requesting verification or feedback
  - Verbalizing plans
- Receiver’s responsibilities
  - Acknowledge communication
  - Repeat information
  - Paraphrase information
  - Clarify information
  - Provide feedback

Why is communication important?

- Conduct effective missions
- Avoid mishaps
- Pass information from one person to another
- Maintain group situational awareness

Overcoming Barriers

- Use active listening techniques
- Require feedback
- Use appropriate mode of communication and decibel level
- Use standard terminology

Synopsis

Focus Questions

Focus Questions

Remember

- The greatest enemy of effective communication is the illusion of it
- Effective communication is vital, both inside and outside the cockpit
- Be aware of barriers to communication and attempt to overcome them

Questions?